

Town of West Tisbury, MA

Position: IT & Department Administrator

Department: Various

Position Purpose:

The purpose of this position is to 1) provide IT support to Town Hall, Highway and Up Island Council on Aging employees and 2) perform a range of administrative and clerical support services to assist in the management of various Boards, Committees, and Commissions. This position is to perform responsible clerical and administrative work of moderate difficulty and responsibility in supporting the operations; performs all other related work as required.

Supervision:

Supervision Scope: Performs various duties of a routine to complex nature following acceptable standards of quality and performance, requires independent judgment in determining methods of completion and carrying out assignments. This role requires working knowledge of departmental operations. Has responsibility for prioritizing tasks to be accomplished, in and between departments, and meeting all deadlines.

Supervision Received: Depending on the department; works under the direct supervision of the Department Head, Board Administrator or Town Administrator.

Supervision Given: None.

Job Environment:

Work is performed under typical busy municipal office conditions; work environment is moderately noisy.

Operates an automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Interacts with other local government offices, businesses, organizations, the general public, and town officials and departments. Contacts are in person, by phone, and via mail and email and consists of an information exchange dialogue.

Has access to department-related confidential and/or sensitive information including personal and property related files. Employee must maintain confidentiality.

The employee may be required to work outside of normal business hours in order to accommodate Town Body meeting preferences or IT emergencies.

Errors in judgment could result in hardship to the town's citizens, lower standards of service to the

community, monetary loss or legal repercussions and possible negative public relations for both the department and the town.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

IT Administrator Duties

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved or sought on behalf of the Town Body to whose service the employee is designated.

Provide support to users and be the first point of contact for problem resolution, troubleshoot hardware, software, and network issues for Town Hall departments, Highway department, and the Up Island Council on Aging.

Maintain inventory of printer supplies, toner cartridges, etc. Order hardware equipment as needed.

Manage daily and weekly off premise back-up protocol for Town Hall to ensure system security.

Manage annual \$100,000+ IT budget, process and track invoices. .Manage network and software subscriptions and licenses (e.g., Server and MS Office, Permitting, Tax Collection, Accounting, online payment processing (in collaboration with the Treasurer/Collector), remote meeting and signing, etc.)

Work as triage manager and facilitator between town staff and IT Consultant for the following types of tasks:

- Diagnose and repair minor problems with hardware and software (e.g., printers, monitors, battery backups as well as software glitches) and determine whether IT Consultant is needed
- Be proactive in staying up to date on current cybersecurity protocols, make recommendations for staff.
- Request, prioritize and coordinate assistance of IT Consultant as required and monitor status/results
- Onboard new staff on protocols for security, electronic file storage and locations, avoidance of virus and spam threats, and work with IT Consultant for creation of user and email setup and security levels; coordinate with software providers as necessary for software-specific user setup and security.

Board Administrator Duties

Manages all aspects of meeting lifecycle for boards/committees assigned to. This includes scheduling meetings, creating and posting agenda, communicating information to board/committee members, sending out notices as required. In addition, takes minutes as required, in person or from recording device. Types minutes and sends draft copies to Chair of Committee or Board. Makes corrections as needed and submits to Town Clerk when approved by Committee or Board.

Performs all general clerical duties including typing, filing, data entry, answering the telephone opening mail, etc. Sends out notices and mails various types of material and information as directed. Maintains effective filing system and updates records on the computer and manually. Processes permits, licenses and other documents. Answers questions from the public relevant to that department

Enters data into permit software for the department as needed.

Composes and files correspondence as required; types reports, and other records. Prepares, formats and administers official documents.

Grant research, participation in writing requests, reports and other associated functions.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associate's Degree required, Bachelor's Degree preferred; 2 - 4 years of Administrative experience or related field(s) preferred; 2-4 years experience working with computers and software; experience working with the public and responding to customer service requests or any equivalent combination of education and experience; experience working with multiple tasks and supervisors preferred

Special Requirements:

A valid Massachusetts motor vehicle license is required.

Knowledge, Ability and Skill:

Knowledge: Advanced knowledge of IT Services. Basic knowledge of the municipal administration process, basic knowledge of the functions of municipal government, basic working knowledge of applicable local, state, and federal laws. Knowledge of office operating practices and procedures including Open Meeting laws and Town Bylaws as they relate to the respective Town Bodies to whose service the employee is designated.

Ability: Ability to work independently, and be self-motivated. Ability to establish and maintain effective working relationships with employees of the Town as well as citizens of all ages and to deal effectively with disgruntled members of the public. Ability to manage and prioritize multiple

tasks in a detailed, accurate, timely and effective manner, and deal effectively with interruptions, often under considerable time pressure. Ability to take initiative in responding to various requests for information or in response to a wide range of issues impacting the services of the respective departments to whose service the employee is designated.

Skills: Excellent customer service and organization skills; excellent written and verbal communication skills; Excellent technical skills with good problem solving ability for IT support.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee is regularly required to walk, stand, sit, communicate, and hear; ability to handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Occasionally lifts/moves objects weighing up to 10 to 30 pounds. Vision and hearing at or correctable to normal ranges.

This job description does not constitute an employment agreement between the employers and is subject to change by the employer as the needs of the employer and requirements of the job change.)